(b) Majority of complaints relate to staff attitude and delay at Check-in counters.

(c) Following steps have been taken to bring about reduction in complaints:—

1. Intensive Training Programme for staff at all levels in key areas of customer contact.

2. Better servicing by computerisation in key area.

3. Improved and prompt handling of passenger complaints.

4. More intensified sales calling pattern of Commercial Houses and Travel Agents to provide better services and facilities.

Railway Link between Bangalore and Visakhapatnam

972. PROF. C. LAKSHMANNA: Will the Minister of RAILWAYS be pleased to state:

(a) whether there is any proposal under Government's consideration to introduce a fast train between Bangalore and Visakhapatnam so as to link two fast growing urban agglomarations;

(b) if so when this train is likely to be introduced; and

(c) if the answer to part (a) above be in negative, what are the reasons for not introducing such a train which will connect several agricultural and industrially growing areas between the two places?

THE DEPUTY MINISTER IN THE MINISTRY OF RAILWAYS (SHRI MAHABIR PRASAD): (a) No, Sir.

(b) Does not arise.

(c) The appropriate route from Bangalore to Visakhapatnam is *via* Madras A suitable train service from Bangalore to Visakhapatnam with a single changeover at Madras already exists.

Government Grants to Voluntary Organisations

973. SHRI SHANKER SINH VAGHELA: Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) what are the names, locations and addresses of voluntary organisations and institutions which have obtained Government grants for collection and preservation of manuscripts and alo of manuscript libraries which have received grants for maintenance; and

(b) whether technical and scientific services from National Archives of India are provided to voluntary organisations and libraries to save and preserve their manuscripts; if so, in what manner and if not, the reasons therefor?

THE MINISTER OF STATE IN THE DEPARTMENTS OF EDUCATION AND CULTURE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (SHRI L. P. SHAHI): (a) The National Archives of India is operating a scheme for the preservation of manuscripts under which financial assistance is provided to voluntary organisations/institutions. The grants given to various organisations/institutions during the last 3 years is indicated as per Statement attached. [*See* Appendix CXLVI, Annexure No. 32].

(b) Yes Sir. The National Archives of India provides technical know-how for scientific preservation; repair and conservation; reprographics and microfilming of rare and valuable manuscripts. It also holds workshops and training programmes in these disciplines

Computer Feeding of Manuscripts

974. SHRI KAILASH PATI MISHRA:

SHRI ATAL BIHARI VAJPAYEE:

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) whether there is a proposal under Government's consideration to feed into computer all available information about all known manuscripts in India and foreign countries and to prepare a Master Catalogue of manuscripts and also a scheme for the survey, location and procurement of Sanskrit manuscripts lying scattered in India and other countries; and

(b) if so, what are the outlines and important features of the proposal and the scheme?

THE MINISTER OF STATE IN THE DEPARTMENTS OF EDUCATION AND CULTURE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (SHRI L. P. SHAHI): (a) Yes, Sir.

(b) The Indira Gandhi National Centre for Arts (IGNCA), an autonomous Trust set up by the Department of Arts under the Ministry of Human Resource Development, has a computerised National Information Centre and Data Bank of arts; humanities and cultural heritage (Indira Gandhi Kala Nidhi). One of its objectives is the identification and survey of repositories having significant holdings|collections of primary source material on Indian arts, humanities and cultural heritage in diverse forms, verbal, auditory, visual, solids, to analyse and disseminate data and information thereof to scholars, academics, students, institutions, policy makers in Central and State Governments; and to make available reprographic copies of the source material in different media such as micro-films, micro-fischo, tapes, printouts, photographs, sides, videos, films; etc. In fulfilment of this objective, the IGNCA has undertaken a project of producing a Union Catalogue of Catalogues available of Sanskrit manuscripts in India and abroad, shotly known as 'CAT CAT'. The data base for this project would provide information from about 700 pubshed and 200 unpublished catalogues and this information has been computerised. Data on particular disciplines relating to unpublished material can now be retrieved by title, subject and repositories of manuscripts in India and abroad.

Investment in D.T.C.

975. SHRI LAL K. ADVANI:
SHRI ASHWANI KUMAR:

Will the Minister of SURFACE TRANSPORT be pleased to state:

(a) what is the total investment in DTC and its accummulated losses till date and what they have been in each of the last three years;

(b) whether the Institute of Cost and Works Accountants of India had submitted in August, 1987 its report of a study on working Capital Management and had recommended certain steps for Working Capital Strategies of DTC; and

(c) if so, what were they and the action taken accordingly?

THE MINISTER OF STATE OF THE MINISTRY OF SURFACE TRANSPORT (SHRI RAJESH PILOT): (a) The total investment by the Government in Delhi Transport Corporation through capital loans totalled Rs. 188.65 crores as on 31-3-1988. The accumulated losses of the Corporation at the end of December, 1987 were Rs. 210.10 crores. The working losses incurred by the Corporation duing the last three financial years were Rs. 77.72 crores during 1985-86, Rs. 38.63 crores during 1986-87 and Rs. 34.38 crores (upto December, 1987) during 1987-88.

(b) and (c) As a part of its programme for horizontal studies conderning the management of Public Sector Undertakings, the Bureau of Public Enterprises entrusted to the Institute of Cost and Works Accountants of India a research study on the subject "Working capital management in Public Sector Undertakings". DTC is one of the 17 undertakings covered by tht study. The report, which has *inter-alia* made suggestions regarding possible reductions in working capital of DTC, is under consideration of Bureau of Public Enterprises.